



ESM – Action a did not wait (DNW)

Note: Did not waits should be actioned after receiving a completed clinic slip or receiving direct clinician feedback with advice to *rebook* or *remove*.

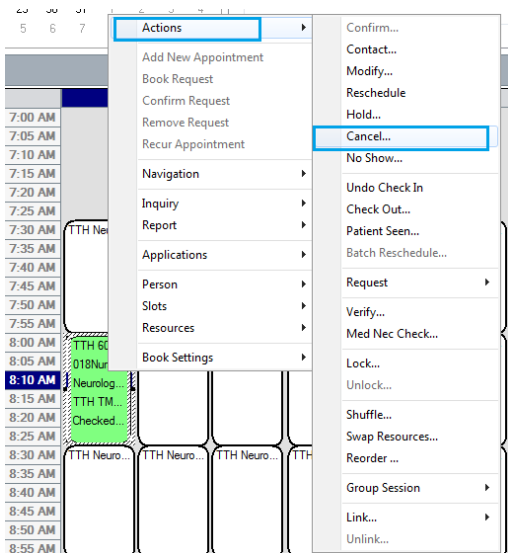
To reschedule an appointment, follow the below steps.

1. Locate the appointment by either searching through the *appointment grid* or the *appointment inquiry, person inquiry* searches. Enter the *start date* for the search as today (T).

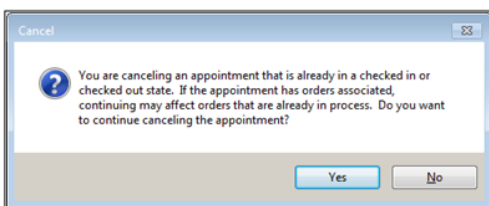
Decision from clinician – Outcome advised

Option 1: Decision from clinician - Remove

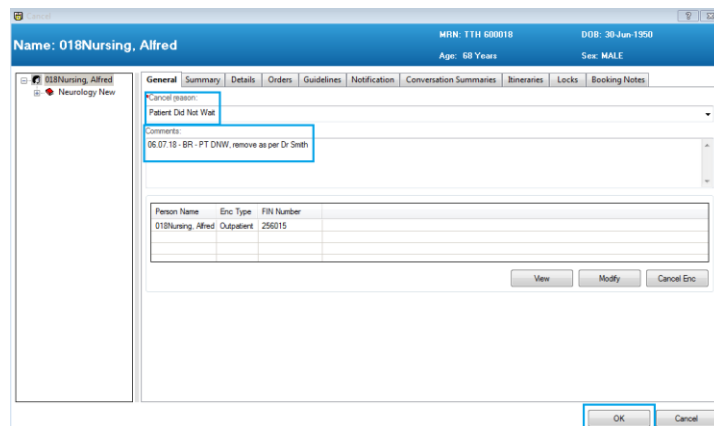
1. In the appointment grid right click on the checked in appointment, *actions, cancel*. In the *appointment inquiry* search right click on the appointment – *cancel*.



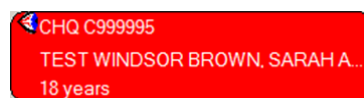
2. A *cancel* warning box will appear as the appointment is already checked in. Click *yes*.



3. The *cancel* window will open. Select *cancel reason* as *patient did not wait*.
4. Add *action comments* to indicate the patient has been removed due to DNW (e.g. 06/07/18 – BR – Patient DNW, Remove as per Dr Smith).

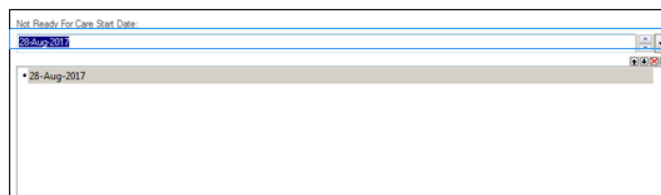


5. Click on the *notifications* tab and select the *OUTPT – FTA no action required* letter. Click *OK*.
6. The appointment will now disappear or turn red in the *appointment grid* which indicates it has been finalised as a *cancel*. This depends on whether you have *view cancel* selected in your settings.

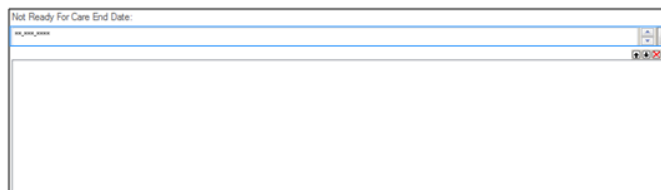


Option 2: Decision from clinician - Rebook

1. Complete step 1-3 in previous sections
2. Add *action comments* to indicate the patient is to be rebooked (e.g. 06/07/18 – BR – Patient DNW, rebook as per Dr Smith next available).
3. Add *action comments* to indicate this patient is to be rebooked due to FTA (e.g. 17/08/18 – BR – rebook PT 1 week from FTA as per Dr Smith), copy the scheduling comments, highlight text and *ctrl + c*
4. Go to the details tab and if applicable (new appointments) scroll to the *not ready for care start date* and enter the no show date.



5. Scroll to the *not ready for care end date* and enter the day prior to the rebooked appointment.



6. Enter *Deferred Not Ready for Care* as the not ready for care reason.



Not Ready For Care Reason:

<None>
 Awaiting Further Information
 Clinical Not Ready For Care
 Deferred Not Ready For Care
 Staged Not Ready For Care

7. Scroll to the bottom of the window and paste the action comments from the general tab – click in *scheduling comments* and *ctrl + v*, click *OK*.

8. The appointment will now disappear or turn red in the *appointment grid* which indicates it has been finalised as a *cancel*. This depends on whether you have *view cancel* selected in your settings.

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 TEST WINDSOR BROWN, SARAH A...
 18 years

9. Select the *appointment* and drag it into the *WIP* (or click *reschedule* from *patient inquiry*).
10. An *existing encounter* window will appear. Would you like to retain the association? Click *No*.

Existing Encounter

The Neurology New is currently associated to an active encounter. Would you like to retain this association?

Show comments dialog only when required.

Yes No Guidelines...

11. The *appointment attributes* window appears. Click *OK*. The appointment will now appear in the *WIP*
12. Click *next*. Press *enter* on the keyboard or the *ellipsis* button to validate. For outpatient encounters, a new pre-arrival encounter will need to be created for the rebooked appointment. To do this, click on the *ellipsis* next to the patient's name

Books Appointment

*Appointment type:
Dtho Gen New

*Appointment location:
LCCH 1B ORTP

*Person name:
TEST WINDSOR BROWN, SARAH A B C

13. Click *add encounter*. From the *available conversations* window, select *pre-arrival add encounter*.

Add Encounter

Available Conversations

Please select the conversation you would like to use:

Pre-arrival Add Encounter

OK

14. Update all mandatory *accept* formats. In addition, select the *chargeable status* and *payment class*. Click *Ok*
15. Scroll to the bottom and add DNW *scheduling comments*. Copy the scheduling comments (*Ctrl + C*)

Books Appointment

Cross Platform ID (Foreign System Migration):

Scheduling Comments:
06.07.18 - BR - PT DNW. Rebook as per Dr Smith

Move Next Clear Allergies

16. Click *move* to add the new appointment to the *WIP*. The appointment attribute box appears click *OK*. Right click on the reschedule template appointment in the *WIP*, click *remove*. The rebook appointment will remain in the *WIP*.
17. This appointment should now be added back to a *request list* (*new case* or *review request list*) or scheduled to a *new appointment*.

Option a: Schedule new appointment

1. Locate a new appointment date as per clinician instructions and *schedule* the new appointment.
2. If this is a new case appointment, *add not ready for care period* from the date of *DNW* to the day before the new appointment if not already completed.
3. Send an *OUTPT – Appt Offer* or *OUTPT – Appt Confirm* letter from the *notifications* tab.

Option b: Add to request list

1. Click *request* and the appointment will now default to the correct *request list*.
2. Send an *OUTPT – WL FTA contact facility* letter from the *notifications* tab.